MANAGEMENT
ASSISTANT
(O/A)
GS-0344-05

FAMILY SERVICES
CENTER

I. POSITION AND ORGANIZATION INFORMATION

Position:

Management Assistant (Office Automation), GS-0344-05

Purpose of position:

The position is established to provide assistant level support of FSC Counseling, Education and Transition Assistance Programs.

Organization:

QOL Dept., FSC Division

Organization goals:

II. MAJOR DUTIES

A. Duty (Critical):

Assists in records management by independently performing standard support tasks.
(33%)

Tasks:

1. Reviews records and files to ensure that they are stored and labeled correctly following specific guidelines.

2. Checks to assure that files contain only current material, and that records are transferred and stored according to schedules.

Selected Staffing KSAs:

A1, A2, A3, A4, A5

B. Duty (Critical):

Employee provides support to small, stable organization(s) in the management of directives and instructions.
(33%)

Tasks:

1. Reviews existing and proposed directives for assigned activities to determine compliance with established format and to ensure clarity and currency.

2. Reviews pen and ink change instructions for clarity.

3. Removes obsolete instructions/directives and replaces with updated versions.

3. Detects material requiring simplification or possible consolidation.

4. Drafts improvements to directives by consolidating, simplifying, or eliminating material.

Selected Staffing KSAs:

A1, A2, A3, A4, A5

C. Duty (Critical):

The employee uses the full range of functions, including advanced processes, of one or more word processing software and/or desktop publishing applications to produce a variety of documents. May also use various functions of other software types such as calendars, electronic mail, spreadsheets, or graphics. The employee plans and carries out assignments with considerable independence. (34%)

Tasks:

1. Types, edits, formats and prints a wide variety of documents for the office staff, including correspondence, reports, technical notes, presentation and briefing material in accordance with established guidelines and procedures. Source materials are either written drafts or voice recordings. Some complex formats require the integration of material from one type of software application (i.e, database, graphics, spreadsheet) into the word processing document.

2. Determines the appropriate form, arrangement and spacing for the document, based on the nature of the subject matter being typed and its intended use.

3. Resolves problems involving the interpretation of drafts by contacting the originator or by relying on previous experience.

4. Edits material and makes necessary corrections in grammar, punctuation, spelling, and format.

5. Consolidates information for various reports in accordance with established procedures and deadlines.

6. Maintains documents in electronic files for easy retrieval. Makes backup copies of stored data as appropriate.

7. Operates a computer, peripheral equipment and appropriate software to perform various computer operations in support of office operations, such as producing reports, maintaining databases, and inputting time cards and travel order information.

8. Maintains and updates computer user manuals, reference books and operating handbooks.

Selected Staffing KSAs:

A6, A7, A8, A9, A10

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:

1. Knowledge of one or more information management areas, e.g., records, forms, directives, correspondence, and/or mail
2. Knowledge of the organizational and functional responsibilities and

operations of the employing organization

3. Ability to communicate orally
4. Ability to communicate in writing
5. Ability to plan, organize work, and meet deadlines
6. Knowledge of automation tools
7. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
8. Knowledge of the full range of word processing software functions
9. Knowledge of correspondence rules and regulations
10. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation

B. Basic Training Competencies:

1. Knowledge of one or more information management areas, e.g., records, forms, directives, correspondence, and/or mail
2. Knowledge of the organizational and functional responsibilities and operations of the employing organization
3. Ability to gather, analyze, and present facts
4. Ability to communicate orally
5. Ability to communicate in writing
6. Ability to plan, organize work, and meet deadlines
7. Knowledge of automation tools
8. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
9. Knowledge of the organizational and functional responsibilities and operations of the organization
10. Knowledge of the full range of word processing software functions
11. Knowledge of correspondence rules and regulations
12. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
13. Ability to plan, organize, prioritize work, and meet deadlines
14. Ability to communicate orally
15. Ability to communicate in writing
16. Knowledge of graphics software functions, processes and capabilities

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge **Level 1-3 (350 Points)**

1. The employee uses most or all of the following knowledges to perform a full range of standard duties and assignments and to resolve recurring problems:

- Knowledge of clerical or technical procedures and requirements related to the specific management or program analysis assignments.

- Knowledge of one, or more if related, standardized management or program operations.

- Skill in compiling readily available data from prescribed sources and recognizing and correcting obvious discrepancies and data omissions.

- Knowledge of basic principles of arithmetic to make routine calculations such as standard production rates, staff hours, or funding expenditures, using established formula.

- Ability to use one or more established automated systems to enter, maintain and retrieve organizational and/or program data and to compile reports, produce charts and graphs, or monitor project or program status.

2. - Knowledge of the capabilities, operating characteristics, and advanced functions of one type of office automation software (e.g., word processing, desktop publishing, graphics, database, spreadsheet, or communication).

- Knowledge of processing procedures for performing a substantial range of functions of several software types for various office needs. Skill sufficient to perform such tasks as producing a wide range of documents incorporating data from different software applications, or updating databases or spreadsheets.

3. - Knowledge of the advanced functions of one or more word processing/desktop publishing software packages to be able to perform a substantial range of operations and produce complex formats. Examples of advanced functions include: generating table of contents, importing graphics, or establishing the precise alignment of multiple columns.

Factor 2. Supervisory Controls Level 2-3 (275 Points)

The employee receives assignments or projects with established objectives, priorities and deadlines. The employee is responsible for planning, selecting methods, carrying out successive steps, and meeting deadlines. The supervisor assists on unusual situations, problems or studies that do not have clear precedents. The employee deals with problems and deviations in accordance with training, instructions, and accepted practices. Completed work is evaluated for compliance with policies and requirements, appropriateness of recommendations or conclusions, relevance of support material, consistency, technical soundness, and timeliness.

Factor 3. Guidelines Level 3-2 (125 Points)

The employee selects the most appropriate guidance from established procedures, making minor deviations when necessary. Guidelines typically include organizational operating procedures, organization and workflow charts, instructions and procedures for management and program analysis functions and processes, automated system procedures, and sample work products. The supervisor is consulted if the existing guidelines cannot be applied or significant deviations are proposed.

Factor 4. Complexity Level 4-2 (75 Points)

Duties involve related steps, processes or methods; prescribed data sources; stable work units, program and/or management areas and operations; and routine or standard assignments such as compiling and computing data, identifying trends or problems, and explaining procedures. The employee: - Determines what needs to be done, making choices between a few alternatives with easily recognizable differences. Identifies the basic instructions and procedures to follow from among a few established relevant alternatives. Selects the appropriate action(s) or required response(s), considering such matters as: the nature of the task or duty; basic purposes and characteristics of the work units, management or program areas or program operations involved; or readily available sources of information.

Factor 5. Scope and Effect **Level 5-2 (75 Points)**

The employee follows specific rules in performing the work, which is often a part of a broader assignment, project, or process. The employee's work affects the adequacy, reliability, quality, and timeliness of management and/or program analysis products, recommendations, studies, projects, and processes. The work may also (or primarily) affect the use and control of records, forms, publications, directives or comparable systems in local offices.

Factor 6. Personal Contacts **Level 6-2 (25 Points)**

The employee regularly meets with agency employees from outside the immediate organization. May meet with members of the general public when the nature of the contact is unclear to one of the parties.

Factor 7. Purpose of Contacts **Level 7-2 (50 Points)**

The employee contacts others to provide, receive or develop information to identify and clarify problems or issues; discuss significant findings; plan or coordinate work efforts; or resolve operating problems with cooperative personnel.

Factor 8. Physical Demands **Level 8-1 (5 Points)**

The work is mostly sedentary. No special physical demands are involved. There may be some walking, standing, bending or carrying of light items.

Factor 9. Work Environment **Level 9-1 (5 Points)**

The employee works in an adequately lighted and ventilated office environment. Observes normal safety precautions.

V. CLASSIFICATION SUMMARY

In this position:

Duty A. 33% GS-0344-05 Management Assistant
Records Management Support

Duty B. 33% GS-0344-05 Management Assistant
Directives Management Support

Duty C. 34% GS-0326-05 Office Automation Assistant
Advanced Word Processing/Desktop Publishing

The classification criteria for the office automation work performed is based on the U.S. Office of Personnel Management (OPM) position classification standard for the Office Automation Clerical and Assistance Series, GS-326, and the Office Automation Grade Evaluation Guide (TS-100 dated November 1990). The Grade Level Guide for Clerical and Assistance Work (TS-91 dated June 1989) was referenced in evaluating the general clerical duties.

The classification criteria for the GS-344 occupation is based on the US Office of Personnel Management Position Classification Standard for Management and Program Clerical and Assistance Series, GS-344 (TS-124 dated May 1993). Other references for auxiliary duties and titling instructions are the following US OPM Position Classification Standards and Guides: Grade Level Guide for Clerical and Assistance Work, (TS-91 dated June 1989); Office Automation Clerical and Assistance Series, GS-326 (TS-90 dated November 1990); Office Automation Grade Evaluation Guide (TS-100 dated November 1990); Typing and Stenography Grade Evaluation Guide (TS-100 dated November 1990); and the Introduction to the Position Classification Standards (TS-93 dated January 1990).

GS-05 Point range: 855 - 1100
Total Point: 985
Grade: GS-05